



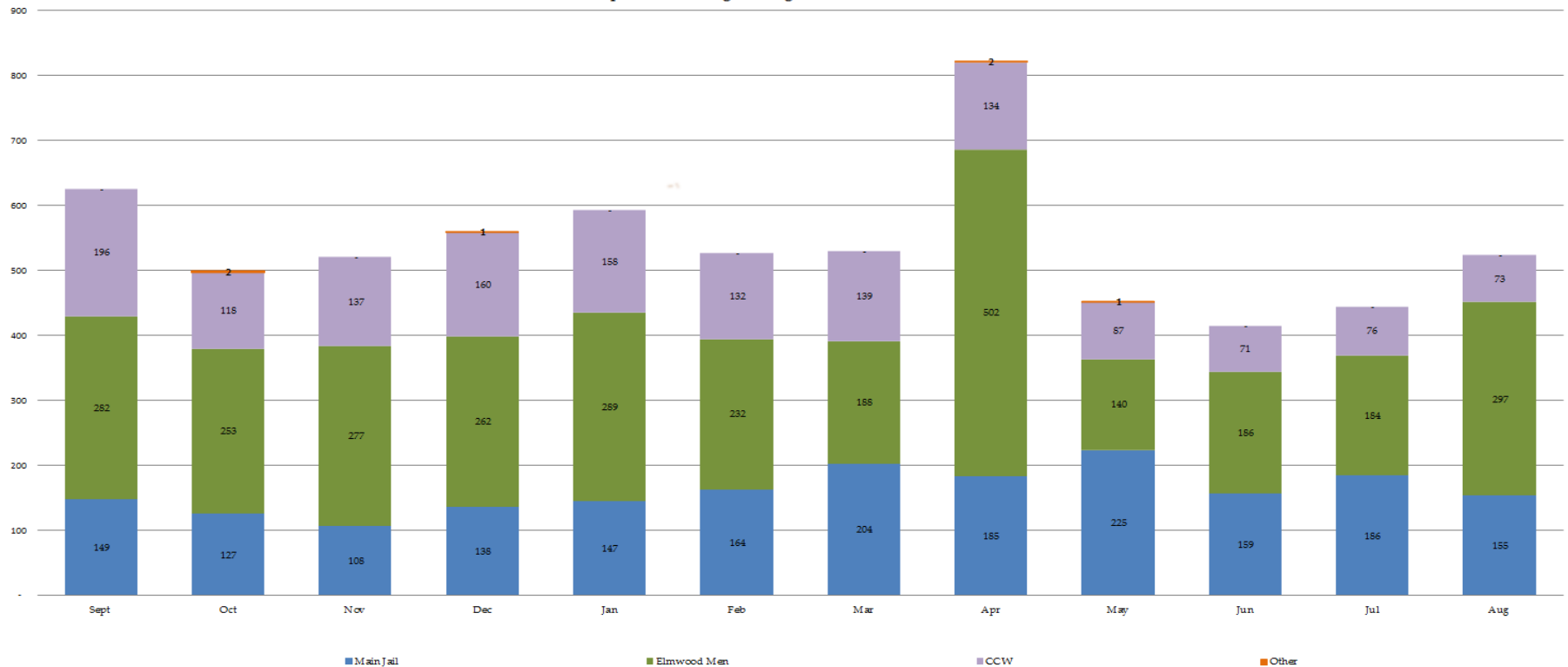
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
August 2020

Inmate Grievances Dashboard – August 2020

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - September 2019 through August 2020
 - Top Five Most Frequent Grievance Categories
 - August 2019 vs. August 2020
 - Grievance Totals by Category and by Facility
 - August 2020
 - Category Frequency Rank
 - August 2020

Inmate Grievances Dashboard – August 2020

Historical ACeS Grievance Volume
Sep 2019 through Aug 2020



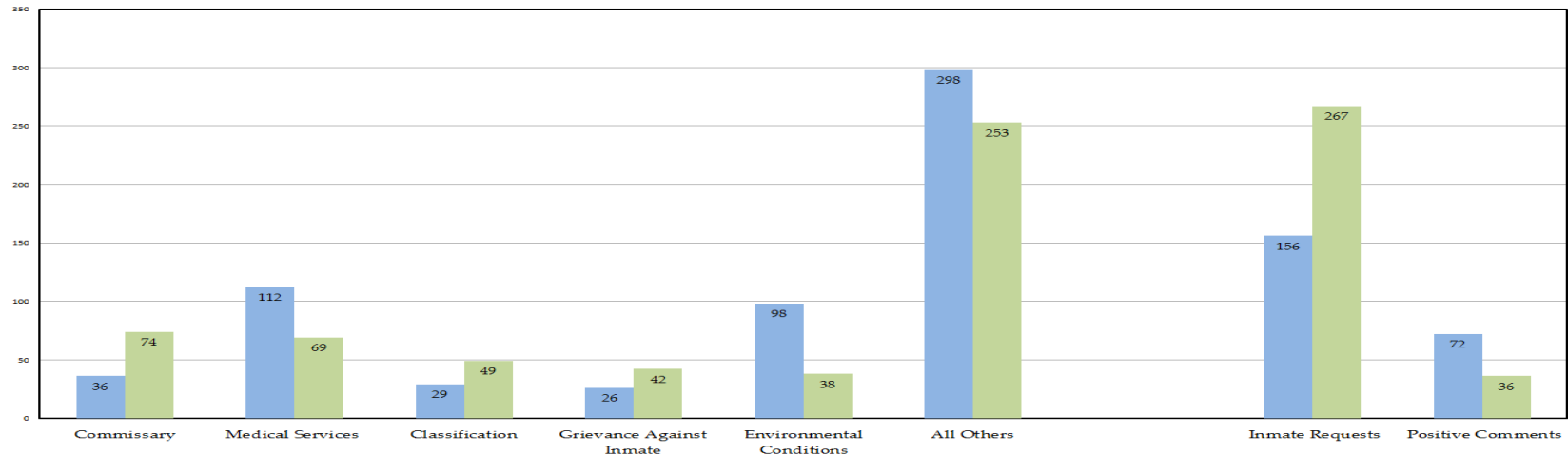
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as the Courts or Alternative Supervision programs.

For the month of August, there was a noticeable rise in grievance complaints. Individually, the Main Jail and Elmwood Women’s Division reduced their grievance numbers, but Elmwood Men’s realized a noticeable 17.7% increase in submissions when compared to the previous month. The majority of the complaints from the Elmwood Men’s Division were in regards to operational changes regarding the inmate commissary process due to the ongoing COVID-19 pandemic.

NOTE: “Inmate Requests” and “Positive Comments” have been subtracted from the overall monthly grievance totals for the last 12 months as they are not considered grievances.

Inmate Grievances Dashboard – August 2020

Top Five Most Frequent Grievance Categories
Aug 2019 vs. Aug 2020



The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago.

Since the start of the Covid-19 pandemic in March, the "Commissary" category has been the #1 Most Frequently Grieved Category with "Medical Services" at #2.

A large part of the complaints in the "Commissary" category were in regards to missing items from the vendor. With the modified commissary services, the deputies in the housing units have been absorbing the vendor's responsibility by facilitating the commissary distribution process. Prior to the pandemic, the vendor would bring extra food, stationery supplies, and other items available on the commissary menu to replace missing items for the inmates; the housing deputies are not equipped with extra supplies to quell these type of complaints. Both divisions looked at these grievances and enacted an operational change that requires the vendor to credit back the inmates immediately if there are missing items from their orders. The housing unit deputies will verify discrepancies directly on the receipts as documentation for the vendor.

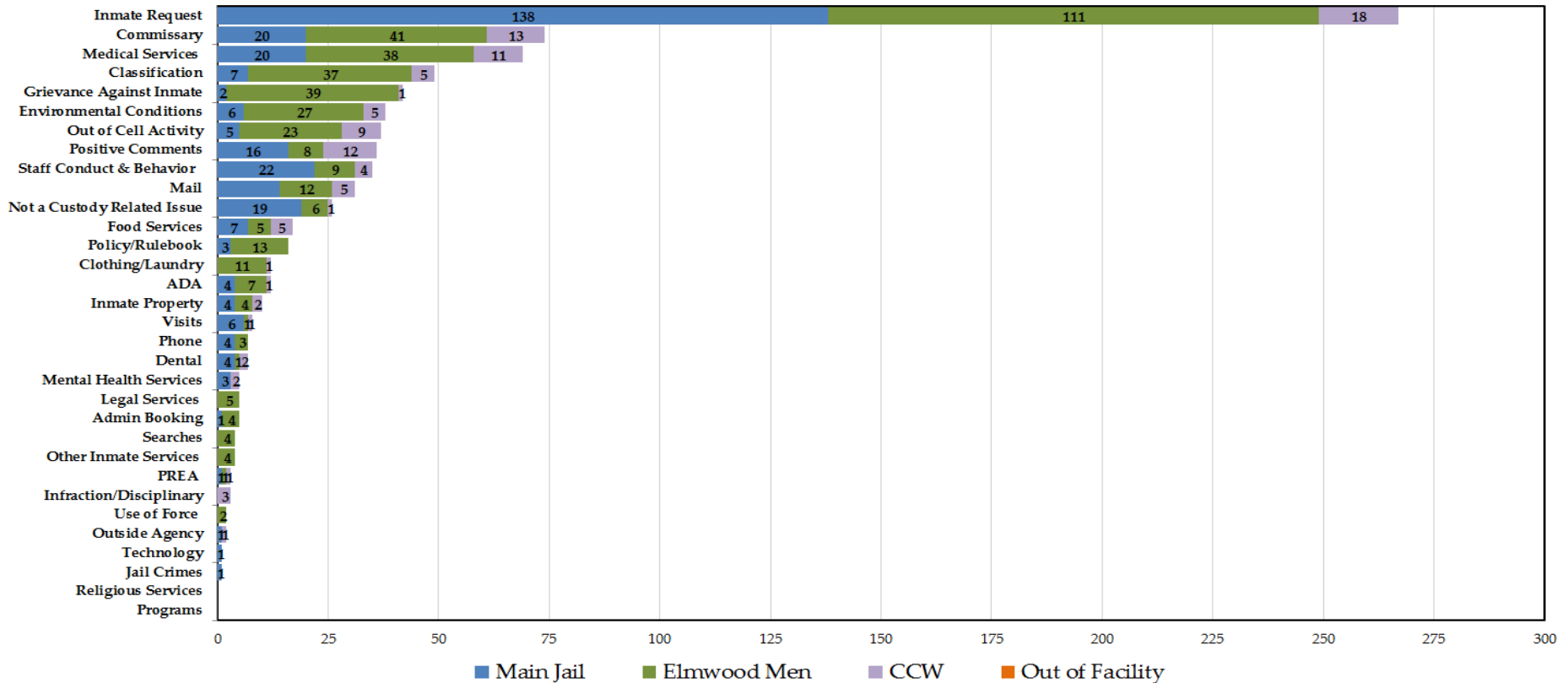
Since the implementation of the ACeS Grievance Tracking System in 2017, the "Staff Conduct" category has remained consistently on the Top Five Most Frequent Grievance Categories list. Last month was the first month, this category did not place itself on the Top Five list. Continued efforts are made by the Grievance Unit to share details of these staff conduct grievances to affect positive change in the facilities.

NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

Inmate Grievances Dashboard – August 2020

Grievance Totals by Category and Facility

Aug 2020 Grievances 525 + 267 Inmate Requests + 36 Positive Comments



The above data shows all the inmate grievances submitted for the month of August 2020 by grievance category. The chart also depicts the number of inmate grievances by location; Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW) and out of facility locations (such as Courts).

The Top 5 Most Frequent Grievance Categories accounted for 52% of all submitted grievances for July 2020. All other categories sum up the remaining balance or 48% of all grievances for the month of August. The “Religious Services” and “Programs” categories did not record a single grievance last month.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances.

